

# Implementation of an IT Balanced Scorecard



Masters Thesis from the year 2009 in the subject Business economics - Business Management, Corporate Governance, grade: 1, University of Salzburg (International Executive MBA General Management (Upgrade)), language: English, abstract: Information technology (IT) plays a major role in today's companies. Although, in most firms IT does not generate the core customer value itself, it rather supports creating additional customer value or enables cost efficiency of business processes. This is why IT departments are viewed in most cases as service centres of companies, providing a defined set of services for as low costs as possible. But, service centres should still strive to provide only these services which are necessary for supporting the company's strategy. In the beginning of information technology, IT departments defined the quality and quantity of services provided for the firm. Also, innovations concerning IT, evolved mostly within the IT department. This was because only IT-staff has known the range of possibilities IT was able to offer. A major problem of the IT department defining the quality of service was that many improvements have been made for the sake of IT only and have not been aligned to the strategy of the company. Therefore, many resources of a company have been wasted in IT departments. However, for today's businesses it is essential that IT enables only corporate strategies in order to remain effective. Caused by the current financial crisis, uncertain times for businesses are expected. This makes strategy alignment and execution of IT departments even more significant in order to stay efficient and effective. But, a recent survey carried out by McKinsey & Company shows that there are still enormous potentials for improving the performance of IT departments. For example the survey shows that the basic services are met quite well by many IT

departments, but the big challenges for supporting the business, still remain. Also, 67% of all respondents

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**implementation of a balanced scorecard for rural hospitals** Journal of Business & Economics Research September 2008. Volume 6, Number 9. 67. Implementing A Balanced Scorecard. In A Not-For-Profit Organization. Best Practice for Implementing the Balanced Scorecard. Yasar Jarrar and Mohamed Zairi. Performance Measurement. One of the critical success factors of **Barriers to the Successful Implementation of the Balanced Scorecard** Successfully. Implementing the. Balanced Scorecard. Jim Self. Donna Tolson. University of Virginia Library. Library Assessment Conference. Seattle, WA August **The implementation of the balanced scorecard in a school district** There is really nothing wrong with the concept of Balanced Scorecard. The main problem is that it does not provide practical guidance for deployment **Implementing Balance Scorecard - SlideShare** Library of Congress Cataloging-in-Publication Data. Keyes, Jessica, 1950-. Implementing the IT balanced scorecard: aligning IT with corporate strategy / Jessica **Successful Step by Step Implementation of the Balanced Scorecard** Who else wants an easy to follow Balanced Scorecard implementation guide? Here is a simple formula to implement a business scorecard that **Implementing A Balanced Scorecard In A Not - The Clute Institute** Balance Scorecard - Implementation Challenges. Balanced Scorecard Airline & FMCG -Implementation Anand Subramaniam To navigate a **Design and implementation of the Balanced Scorecard at a** The goals, metrics, targets and schedules are aligned with those specified in the top-level strategic plan and balanced scorecard performance plan. It also has the effect of giving the organizational stakeholders a meaningful role in performance evaluation and strategic management. **Implementation Tips from Paul Arveson - Balanced Scorecard Institute** **5 Steps for Effortless Balanced Scorecard Implementation** Building and Implementing the Balanced Scorecard (the 9-step framework). There are literally thousands of Balanced Scorecard toolkits and **What is the Balanced Scorecard? - Balanced Scorecard Institute** One needs a disciplined framework to build the scorecard system. This article is the first in a series describing how to build and implement a balanced scorecard **Best Practice for**

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